



# Parent Complaint Policy

Ridgehaven Primary School

Ratified:

Issue Number: 2

Review Date: March 2016

Good relationships within the school community give children a greater chance of having a successful educational experience. It is important students, staff and parents work together in solving any issue or problem that may arise. In the event of a complaint the following guidelines should be used.

## **Principles of our policy:**

- Everyone should be treated with respect
- Issues or problems at school with other students or parents need to be resolved through the school staff
- It is never appropriate anytime at school for a parent to directly approach a child/ren or their parent/s over a problem or issue even if the problem or issue is not school related
- Meetings to discuss complaints will be suspended if any person behaves in an insulting or offensive manner

## **You can assist in the resolution of the problem or issue by:**

- Addressing the issue, rather than trying to ignore it
- Stating your concern/s clearly and objectively, giving specific instances where appropriate
- Seeking a solution that attempts to meet the needs of all those concerned

## **Our commitment when a concern is raised:**

- We will listen to the concerns with an open mind and seek to understand
- We will maintain confidentiality
- We will investigate any relevant issues carefully and in a timely manner
- We will be committed to resolving the problem or issue in a respectful manner striving to be as fair as possible
- We will attempt to communicate clearly, sensitively and objectively
- We will establish timelines for actions and review for any resolution

## **PARENTS AND CAREGIVERS**

with a complaint should:

1. Arrange a time to speak to the relevant teacher(s) about the problem.
2. **Please do not** enter school classrooms or offices about a complaint without **prior** arrangement.
3. Let the teacher know what you consider to be the issue.
4. Allow a reasonable timeframe for the issue to be addressed.
5. If the grievance is not addressed arrange a time to speak with the appropriate member of the school's leadership team responsible for that year level
  - For **Early Years** (Preschool - 2) issues please speak with the Principal, Jean Perks
  - For **Primary Years** (Years 3-5) issues please speak with the Senior Leader, Ali Hennessy
  - For **Middle School** (Years 6/7) issues please speak with the Senior Leader, Martin Woodcock
6. If required, follow up meetings can be arranged with the Principal.
7. If the outcome is not satisfactory, please arrange a time to discuss the issue with the Regional Office. 82568111

## **Note:**

Parent(s) with a complaint about School Policy should:

- Arrange a meeting time with the Principal to discuss your concern and/or contact a member of Governing Council.
- Allow reasonable time frame for issue to be addressed.
- If you are still not satisfied with the outcome arrange a time to resolve the issue with the Regional Office, 82568111

## **Further Information:**

For further details refer to the Department's website at [www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint) or e-mail [DECD.parentcomplaint@sa.gov.au](mailto:DECD.parentcomplaint@sa.gov.au). There is also a Freecall number 1800 677 435.